

**MINUTES OF THE MANOR PRACTICE PPG MEETING
THURSDAY 2ND MAY 2019 AT 1 PM
HELD AT ASHFURLONG HEALTH CENTRE**

Present: Cath Bogle, Jo Twist, Sue Kay, Andrew Pike, Tom Forrester, Marie Collins, Elaine Joiner, Julie Miller (PM), Anna Cinar, Dr Mark Forshaw (for Agenda item 3)

1. Apologies: Dr Nigel Speak

2. Matters Arising from Previous Minutes

- Minutes of previous meeting approved and signed as a true copy.

3. Practice News

Dr Forshaw attended for the Practice News agenda item and updated the group regarding social prescribing. This is now up and running with a session being held at Ashfurlong Health Centre every Tuesday morning, which patients can self-refer to or seek a referral from their GP.

4. Update on PPG Action Plan

Patient comment books now available in both sites and to be brought to future meetings by Practice staff for analysis. To avoid the need for reviewing and recirculating patient questionnaires, front page to be printed for each comment book asking three relevant questions:

- 1) Would you recommend us?
- 2) What do you like about us?
- 3) What would you like to see improved?

Posters highlighting the number of DNA patients to be updated on a monthly basis and, if possible, the cost to the Practice of these DNA's, to be added to PPG noticeboard by Practice staff.

GP App currently being updated – The new GP contract requires 25% of patient appointment bookings are made on line; therefore appointment availability on the App will increase in the very near future. Update should also rectify problems with android phones only seeing one site when booking appointments.

5. Recruitment of new PPG members

Virtual PPG App to be set up prior to next PPG meeting which will promote virtual access to the group and should encourage new membership. Youtube link to be forwarded to members to see what the App offers.

6. Children's Vaccinations

As highlighted by CQC, reports are being run and routine reminder letters are now being sent out to parents regarding childhood vaccinations.

7. NHS Birmingham & Solihull CCG AGM

Patients are invited to the above AGM to be held at Resorts World on Thursday 4th July 2019. Welcome drinks 2-3 pm, meeting to follow 3-5 pm. No volunteers able to attend but will review nearer the time.

8. Any Other Business

- a) Newsletter due to go out early June 2019 to include the following topics:

DNA figures

Appointment booking system including confirmation that Saturday mornings and Monday late evenings will continue to run at Ashfurlong with the option of pre-bookable out of hours appointments held at Ley Hill surgery

Patient comments book and publish PPG responses to patient comments

Introduction to "MY PPG" App and link.

Detail 3 most important action plans and results

- a) JM explained that discussions were underway to see if we can introduce annual or several month repeat prescriptions to be made available for patients who were stable on their meds, to be repeated after an appropriate review. This would be in the form of a 12-month script that the pharmacist would have on their system - meds would still be dispensed monthly to the patient but it would avoid having to repeat order and also encourage patients to have their annual reviews. Update at next meeting.

Date of Next PPG Meeting

Thursday 13th June 2019 at 1pm, Ashfurlong Health Centre